

PATENT APPLICATION
ATTNY DOCKET NO : 47128-00011USPT

**RULES 63 AND 67 (37 C.F.R. 1.63 and 1.67)
DECLARATION AND POWER OF ATTORNEY**

FOR UTILITY/DESIGN/CIP/PCT NATIONAL APPLICATIONS

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name; and

I believe that I am **first and joint inventor** of the subject matter which is claimed and for which a patent is sought on the invention entitled: **Customer Complaint Alert System and Method**, the specification of which: (mark only one)

- X (a) is attached hereto.
 (b) was filed on _____ as Application Serial No. _____
 and was amended on _____ (if applicable)
 (c) was filed as PCT International Application No. PCT/_____ on _____
 and was amended on _____ (if applicable).
 (d) was filed on _____ as Application Serial No. _____
 and was issued a Notice of Allowance on _____.
 (e) was filed on _____ and bearing attorney docket number _____

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims as amended by any amendment referred to above or as allowed as indicated above.

I acknowledge the duty to disclose all information known to me to be material to the patentability of this application as defined in 37 CFR § 1.56. If this is a continuation-in-part (CIP) application, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of 35 U.S.C. § 112, I acknowledge the duty to disclose to the Office all information known to me to be material to patentability of the application as defined in 37 CFR § 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application.

I hereby claim foreign priority benefits under 35 U.S.C. § 119/365 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate filed by me or my assignee disclosing the subject matter claimed in this application and having a filing date (1) before that of the application on which my priority is claimed or, (2) if no priority is claimed, before the filing date of this application:

PRIOR FOREIGN PATENTS

<u>Number</u>	<u>Country</u>	<u>Month/Day/ Year Filed</u>	<u>Date first laid- open or Published</u>	<u>Date patented or Granted</u>	<u>Priority Claimed</u> <u>Yes No</u>
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NONE

I hereby claim the benefit under 35 U.S.C. § 119(e)/120/365 of any United States application(s) listed below and PCT international applications listed above or below:

PRIOR U.S. OR PCT APPLICATIONS

(Application Serial No.)	(Filing Date)	(Status)
60/278,220	March 23, 2001	Pending
I hereby appoint:		
TIMOTHY G ACKERMANN, Reg No 44,493 BENJAMIN J BAL, Reg No 43,481 JOSEPH M BEAUCHAMP, Reg No 46,544 MARY JO BOLDINGH, Reg No 34,713 MARGARET A BOULWARE, Reg No 28,708 DANIEL J BURNHAM, Reg No 39,619 THOMAS L CANTRELL, Reg No 20,849 RONALD B COOLLEY, Reg No 27,187 THOMAS L CRISMAN, Reg No 24,846 STUART D DWORCK, Reg No 31,103 WILLIAM F ESSER, Reg No 38,053 ROGER J FRENCH, Reg No 27,786 JANET M GARETTO, Reg No 42,568 MARK GATSCHE, Reg No 42,569 JOHN C GATZ, Reg No 41,774 RUSSELL J GENET, Reg No 42,571 GERALD H GLANZMAN, Reg No 25,035 LEKHA GOPALAKRISHNAN, Reg No 46,733 J KEVIN GRAY, Reg No 37,141 KEITH P GRAY, Reg No 46,738 STEVEN R GREENFIELD, Reg No 38,166	JOSHUA A. GRISWOLD, Reg No 46,310 J PAT HEPTIG, Reg No 40,643 JOHNE HYATT, Reg No 43,421 SHARON A ISRAEL, Reg No 41,867 JOHN R KIRK JR, Reg No 24,477 PAUL R KITCH, Reg No 38,206 TIMOTHY M KOWALSKI, Reg No 44,192 JAMES F LEA III, Reg No 41,143 HSIN-WEI LUANG, Reg No 44,213 ROBERT W MASON, Reg No 42,848 ROGER L MAXWELL, Reg No 31,855 LISA H MEYERHOFF, Reg No 35,869 STANLEY R MOORE, Reg No 26,958 RICHARD J MOURA, Reg No 34,883 P WESTON MUSSELMAN JR, Reg No 31,644 RAM NATH, Reg No 27,072 DANIEL G NGUYEN, Reg No 42,933 MICHAEL K NUTTER, Reg No 44,979 SPENCER C PATTERSON, Reg No 43,849 CONSTANCE L PILECH, Reg No 46,991 RUSSELL N RUFFAMONTI, Reg No 39,521	ROSS T ROBINSON, Reg No 47,031 STEPHEN G RUDISILL, Reg No 20,087 HOLLY L RUDNICK, Reg No 43,065 JL JENNIE SALAZAR, Reg No 45,065 KEITH W SAUNDERS, Reg No 41,462 JERRY R SELINGER, Reg No 26,582 JAMES O SKARSTEN, Reg No 28,346 ZACHARY J SMOLINSKI, Reg No 47,100 GARY B SOLOMON, Reg No 44,347 STEVE Z SZCZEPANSKI, Reg No 27,957 ANDRZEJ SZUJWALSKI, Reg No 35,701 ALAN R THIELE, Reg No 30,694 TAMSEN VALOIR, Reg No 41,417 BRIAN D WALKER, Reg No 37,751 GERALD T WELCH, Reg No 30,332 HAROLD W WELLS, Reg No 26,944 WILLIAM D WIESE, Reg No 45,217

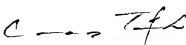
all of the firm of **JENKENS & GILCHRIST, a Professional Corporation**, 225 West Washington Street, Suite 2600, Chicago, IL 60606-3418, as my attorneys and/or agents, with full power of substitution and revocation, to prosecute this application, provisionals thereof, continuations, continuations-in-part, divisionals, appeals, reissues, substitutions, and extensions thereof and to transact all business in the United States Patent and Trademark Office connected therewith, to appoint any individuals under an associate power of attorney and to file and prosecute any international patent application filed thereon before any international authorities, and I hereby authorize them to act and rely on instructions from and communicate directly with the person/assignee/attorney/firm/organization who/which first sent this case to them and by whom/which I hereby declare that I have consented after full disclosure to be represented unless/until I instruct them in writing to the contrary.

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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

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